

Glass Damage or Replacement: Glass repair and replacement is handled by Safelite Auto Glass on Statewide Contract VEH103.

- If glass service is needed for any reason other than an accident, vandalism, or force of nature, call or take the vehicle to an authorized VEH103 Safelite location. It is the responsibility of the driver to follow their organization's procedures for providing purchase order numbers and billing addresses to the vendor at the time of service. Organizations will be billed directly by the vendor and are responsible for payments and any follow up needed to complete the transaction.
- If glass service is needed as a result of an accident, vandalism, or force of nature, the incident must be reported to Fleet Response, which will coordinate the necessary work with an In-Network vendor. Charges for glass services will be included on the Agency's monthly invoice from Fleet Response.

Safelite Auto Glass

1-877-664-8931

Fleet Response

1-800-338-0619

Below are links to the VEH103 Master Blanket Purchase Order (MBPO) details and the Contract User Guide (CUG) within COMMBUYS:

Contract ID#	Description	MBPO Links	CUG Link
VEH103	Glass/Windshields	Safelite MBPO	VEH103 CUG

Tires: Tire repair and replacement is handled by vendors on Statewide Contract VEH109 (currently Goodyear and Bridgestone). To purchase tires, take the vehicle to any authorized dealer. A list of authorized dealers may be found within the corresponding MBPO:

Below are links to the VEH109 Master Blanket Purchase Order (MBPO) details and the Contract User Guide (CUG) within COMMBUYS:

Contract ID#	Description	MBPO Links	CUG Link
VEH109	Tires	Bridgestone MBPO Goodyear MBPO	VEH109 CUG

- Drivers of **Department-owned** vehicles must follow their department's procedures for providing a purchase order number and billing address to the vendor at time of service. Departments should be billed directly by the vendor and are responsible for any payment or follow up required to complete the transaction.
- If a vehicle is enrolled in the **OVM Lease Program** tire replacement is covered for the length of the lease. Drivers should visit the most appropriate VEH109 authorized dealer and instruct them to contact OVM at (617) 720-3185 prior to the start of any work. An OVM representative will review proposed repairs and issue a purchase order for payment. *Note: Tires damaged due to negligence or neglect are the responsibility of the leasing agency.*